



CITY OF RALEIGH

# At Your SERVICE

Prepared by the City of Raleigh Public Affairs Department

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September 2014

## NUMBERS TO REMEMBER

EMERGENCY	911	Fire Prevention	919.996.6392	Sidewalks	919.996.3030
City Information	919.996.3000	Garbage/Recycling	919.996.6890	Stormwater/drainage	919.996.3940
Animal Control Dispatch	919.831.6311	Greenways	919.996.4786	Streetlight outage/repair	919.508.5400
Bus (CAT) information	919.485.7433	Parks and Recreation	919.996.3285	Trees	919.996.4115
Business License	919.996.3200	Parking	919.996.3030	Urban Design Center	919.996.4640
City Council / Mayor	919.996.3050	Police Information Desk	919.996.3335	Utility Billing	919.890.3245
Community Relations	919.996.3077	Pothole repair	919.996.6446	Water/Sewer Emergencies	919.996.2737
Convention Center	919.996.8500	Power outage	800.419.6356	After hours	919.829.1930
Development Services		Public Nuisance	919.996.2444	Yard Waste Center	919.250.2728
Customer Service Center	919.996.2495	Raleigh Television Network	919.996.6278	Zoning/Code Enforcement	919.996.2474

## City Puts \$91.775 Million Parks and Recreational Facilities Bond to Raleigh Voters November 4

The Raleigh City Council has approved a resolution calling for a referendum on a \$91.775 million bond issue for parks and recreational facilities. The bond proposal will appear on the Nov. 4 ballot for consideration by Raleigh voters.

The bond referendum will improve and expand existing parks and recreational facilities, acquire new park land, and construct new parks and recreational facilities throughout Raleigh. If approved by voters, the \$91.775 million in bonds would necessitate a 1.72-cent increase in Raleigh's property tax rate

to go into effect July 1, 2015. The City's tax rate currently is 40.38 cents per \$100 of property valuation.

The last parks bond referendum was in 2007 when Raleigh voters approved \$88.6 million for park land acquisition, new parks and recreational facilities, and improvements. Other past parks bond referenda approved by Raleigh voters were in 1981, 1987, 1995, 2000 and 2003.

## Residents Are Invited to Comment on Proposed Zoning District Remapping through September 30



The City of Raleigh is accepting comments from citizens on the City's Zoning District Remapping Project. The last day of the comment period on the initial draft map is Sept. 30.

Approximately 30 percent of Raleigh's land area is proposed to be rezoned under the remapping project. The City

has mailed 45,534 postcards to property owners within Raleigh's planning jurisdiction announcing that their property, or property adjacent to theirs, is proposed to be rezoned.

To help educate the public about the remapping project, the City has established a website, [www.RaleighUDO.us](http://www.RaleighUDO.us), and phone number. The website offers a comparison between existing and proposed zoning, describes the new zoning districts, includes information about zoning fundamentals, and highlights various methods for feedback. Property owners can call 919-996-6363 to leave a message regarding their questions or comments; a City staff member will return the call within two business days. All inquiries will be logged and responded to in a timely manner.

City of Raleigh staff members are available to answer questions throughout the comment period. They also review and respond to every submitted comment and may make further refinements to the zoning map.

The Zoning District Remapping Project is the final phase of implementing the Unified Development Ordinance (UDO) that took effect last September. Obsolete districts that appear in the City of Raleigh's old development code, referred to as "legacy" districts, would be removed from the Official Zoning Map and replaced by one of the UDO districts. This would phase out the old development code. Development in all areas of the City would then be governed solely by the UDO.

The final draft map, including outstanding issues, will be forwarded to the Planning Commission on Oct. 14 for its review and additional public comment. The Planning Commission's recommendation will be sent to the City Council. The public will get another opportunity to comment on the revised zoning map when the City Council reviews the proposal. A public hearing will be held by council members prior to taking final action on the revised zoning map.

## Raleigh Celebrates the 'M.A.I.N. Event'; Twenty-Two Happenings Will Attract 400,000 in Sept.

For the second consecutive year, Raleigh event producers who celebrate their "groove" in September have banded together to cross promote the month of September as "The M.A.I.N. Event" in Downtown Raleigh. (M.A.I.N. is an acronym for music, arts, innovation and noise.)

Twenty-two events will bring more than 400,000 people Downtown in September. The events began clustering in September of their own accord and the trend is continuing. While 11 happenings were included in 2013's M.A.I.N. Event, this year's calendar lists 22.

In fact, the 30 days of the month cannot even hold all of the events, with the African American Cultural Festival and the Ray Price Harley-Davidson Iron Elite beginning August 30 and stretching into October 4 with the International Bluegrass Music Association's World of Bluegrass.

A shared website, [www.raleighmainevent.com](http://www.raleighmainevent.com), guides visitors to the events. The mission of the M.A.I.N. Event partners' collaboration is to promote and build awareness of this vast array of fun, intriguing, uniquely Raleigh happenings.

"September is the 'main' month of the year in terms of major annual events in Downtown

Raleigh and it is becoming even more so every year," Mayor Nancy McFarlane said. "While each of the September events is unique and has a dedicated following, there is a thread of music, art, innovation and noise connecting them. The resident or visitor who is planning to attend one event will have a great time sampling another in September. That's why it's important to connect the thread running through all of them with Raleigh M.A.I.N. Event and spread the word across all the audiences."



The M.A.I.N. Event calendar is as follows:

Aug. 30	Ray Price Harley-Davidson Iron Elite
Aug. 30-31	African American Cultural Festival of Raleigh and Wake County
Sept. 3-4	Hopscotch Design Festival
Sept. 4-6	Hopscotch Music Festival
Sept. 8-11	Forward Triangle
Sept. 9	Raleigh Innovation Summit Startup Crawl
Sept. 10	Raleigh Downtown Farmer's Market Honey Buzztival
Sept. 10	Raleigh Innovation Summit
Sept. 11	Activate Raleigh
Sept. 11-14	SPARKcon
Sept. 12	NC DataPalooza
Sept. 16-17	CED Tech Venture Conference
Sept. 19-Jan. 1	Face of Folk: 30 Years of PineCone, City of Raleigh Museum
Sept. 19-21	International Festival
Sept. 21	La Fiesta del Pueblo
Sept. 26-28	Ray Price Capital City Bikefest
September 26-28	Ray Price Motorsports Expo
Sept. 27-28	cityBuild@Marbles Kids Museum
Sept. 30 – Oct. 4	IBMA's World of Bluegrass
Sept. 30 – Oct. 2	Business Conference and Bluegrass Ramble
Oct. 2	International Bluegrass Music Awards
Oct. 3-4	PNC Presents Wide Open Bluegrass

## Let's Do It Again! World of Bluegrass/Wide Open Bluegrass Transforms Downtown Raleigh October 3-4 into Bluegrass Capital

Let's do it again! For the second year, Raleigh will become the bluegrass capital of the world when it hosts Wide Open Bluegrass, the weekend festival that is part of the International Bluegrass Music Association's World of Bluegrass.

There will be so much fun to be had; you'll struggle with the fabulous choices! The main stages in the Raleigh Convention Center and the Red Hat Amphitheater will host some of the most talented bluegrass lineups possible!

A Wide Open Jam will feature Sam Bush, Bela Fleck, Jerry Douglas, Edgar Meyer, Bryan Sutton and Stuart Duncan; Ricky Skaggs and Bruce Hornsby; a world premiere of a new concerto by The Kruger Brothers and the Kontras Quartet. (Check out the complete lineup at [www.wideopenbluegrass.com](http://www.wideopenbluegrass.com))

If that weren't enough – Raleigh is offering Wide Open Bluegrass – a free street festival from noon until 11 p.m. Friday, October 3 through Saturday, October 4. The street festival offers four music stages, a youth talent stage, the North Carolina Whole Hog Barbecue State Championship, a dance tent and much, much more to see, drink, eat, laugh at, dance to and listen to!



## It's 'Curtains Up; Light the Lights' at Duke Energy Center Now through The Holidays

### September

The classic Russian fairy tale, Firebird launches the Carolina Ballet's 17th season. The Igor Stravinsky score will fill Fletcher Opera Theater's rafters from September 8 through September 28. The production will feature new choreography by Artistic Director Robert Weiss, and is paired with a new ballet by Zalman Raffael, newly appointed Choreographer in Residence.

The saxophone of Branford Marsalis will join with the North Carolina Symphony on September 19-20 in Meymandi Concert Hall as part of its Classical Series.

Prepare for a combination that will produce a unique artistic experience on September 26-27 when the North Carolina Symphony plays Leonard Bernstein's score to West Side Story as the newly remastered film is shown in high definition on the giant screen.

You just cannot sing traditional country music better or sweeter than Gene Watson. There can be no more exalted queen of bluegrass than Rhonda Vincent. They join their legendary talents to form one of the finest duets in the fine history of country music. Raleigh will be treated to their dulcet tones September 30 at 7:30 p.m. in Memorial Auditorium.

### October

October 2	IBMA's 25th Annual International Bluegrass Music Awards
October 3-5	Yevgeny Suddin Plays Rachmaninoff, North Carolina Symphony
October 6-26	Dracula/Masque, Carolina Ballet
October 14-18	A Chorus Line, North Carolina Theatre
October 17	At the Oscars, North Carolina Symphony
October 24-25	Tchaikovsky's First Piano Concerto, North Carolina Symphony

### November

November 1	Phantoms of the Orchestra, North Carolina Symphony
November 7-8	Copland in Mexico, North Carolina Symphony
November 14	Brandenburg, North Carolina Symphony
November 21-22	Brandenburg and Brahms, North Carolina Symphony
Nov. 28 – Dec. 24	Rudolph the Red-Nosed Reindeer: The Musical, Broadway Series South
November 28-29	Holiday Pops, North Carolina Symphony

### December

December 2-7	Cirque Dreams Holiday, Broadway Series South
Nov. 28 – Dec. 24	Rudolph the Red-Nosed Reindeer: The Musical, Broadway Series South
December 5-6	Handel's Messiah, North Carolina Symphony
December 9-14	A Christmas Carol
December 12	Under the Streetlamp, Broadway Series South
December 16-17	The Tenors
December 19-28	Nutcracker, Carolina Ballet
December 19-20	A Pink Martini Christmas, North Carolina
December 31	Big Band & Vienna, North Carolina Symphony

For complete information on the Duke Energy Center for the Performing Arts' lineup, visit [www.dukeenergycenterraleigh.com](http://www.dukeenergycenterraleigh.com).

## Again, Raleigh Earns Forbes' Top Spot for Business and Careers; This Makes Four Crowns

For the fourth time in eight years, Forbes Magazine has crowned Raleigh the best place for business and careers. The previous times the Capital City claimed the top spot in the listing were 2011, 2009 and 2007. Raleigh ranked third in last year's analysis.

Raleigh is the only East Coast city to make the list's top 10. Charlotte is ranked 12th.

The list is composed by an economic research firm analyzing U.S. Census data and the input of demographer Bert Sperling. Analysts rank 200 metropolitan areas in the country from best to worst, evaluating factors such as jobs, cost of living and doing business, income growth, quality of life and education.

Raleigh's high posting was due to its number of college educated residents, proximity to the Research Triangle Park and few regulations for small businesses. Des Moines, Iowa claimed the second spot while Provo, Utah came in third.

## It Matters Where You Pay

When paying your City of Raleigh utility bill in person, the Official Utility Payment Locations listed below are the only payment sites authorized to accept your payments. By using these authorized locations, you can avoid fees and remittance delays that are often experienced when paying at other locations.

### OFFICIAL UTILITY PAYMENT LOCATIONS

No fees or remittance processing delays for in-person payments		
<u>Raleigh – Main Location</u>		Avery C. Upchurch Municipal Complex 1st Floor Revenue Services Lobby 222 West Hargett Street
Mon - Fri	8:30 – 5:00	
<u>Garner</u>		Town Hall 900 7th Avenue
Mon - Fri	8:00 – 5:00	
<u>Knightdale</u>		Town Hall 950 Steeple Square Court
Mon - Fri	8:00 – 5:00	
<u>Rolesville</u>		Town Hall 502 Southtown Circle
Mon - Fri	8:00 – 5:00	
<u>Wake Forest</u>		Town Hall 301 S. Brooks Street
Mon - Fri	8:00 – 5:00	
<u>Wendell</u>		Town Hall 15 E. Fourth Street
Mon - Fri	8:00 – 5:00	
<u>Zebulon</u>		Town Hall 1003 N. Arendell Avenue
Mon - Fri	8:00 – 5:00	

Payments made in person at any unauthorized location may take several days to be processed. This may result in the addition of late fees and/or disconnection of services for nonpayment before the City receives your payment. The City of Raleigh is not responsible for lost or delayed payments made at unauthorized locations. For this reason, the City strongly recommends that you **ONLY visit an Official Utility Payment Location** when choosing to **pay in person**.

## Raleigh Convention Center's Caterer Wins Top National Award

If you have had the pleasure of attending a breakfast- or lunch-meeting, reception or dinner event at the Raleigh Convention Center, you are among the legion that knows that the center's caterer is tops! The National Association for Catering Events (NACE) acknowledged this fact at its annual awards recently, honoring Centerplate with the "Catered Event of the Year, On-Premise, Budget of \$50,000 to \$100,000" award.

The inspired event was the Greater Raleigh Chamber of Commerce's 2013 Annual Meeting and Celebration. The extravaganza unfolded on Lichten Plaza, with the Duke Energy Center for the Performing Arts providing a dazzling backdrop.

The honor, which was claimed last year by Caesars Entertainment of Las Vegas, marks the very first entry of Centerplate's Raleigh team into the NACE Industry Awards competition.

"Raleigh is increasingly known as a 'foodie' town that values and enjoys the best in cuisine," Mayor Nancy McFarlane said when she was informed of the award. "Congratulations to Centerplate for putting Raleigh and our Convention Center at the head of the table when it comes to catered events. Having enjoyed many events at the Raleigh Convention Center, I know this award is well deserved."

## Sandy Forks Design Is Approved

The design for the widening of Sandy Forks Road has been approved. The project will include widening and rehabilitation of the road with curb and gutter, sidewalks, and striped bicycle lanes along both sides of the roadway corridor between Six Forks Road and Falls of Neuse Road. The project includes three bioretention areas, including one in the roadway median, to treat stormwater runoff and traffic signalization modifications, as well as a landscaping plan and LED street lighting. The installation of a raised median throughout the residential portion of the project also will increase safety for pedestrians, bicyclists and motorists throughout the corridor. The City also was authorized to begin right of way acquisition and finalize the construction plans to obtain construction bids.

## Did You Know...

The City of Raleigh has approximately 9,500 acres of open space; that includes parks and greenways.

## Understanding Your Utility Bill

Residential utility customers may find the following helpful in understanding their monthly bills. For specific questions about your bill, contact the Utility Billing Services Division by calling 919-890-3245 or send an email to [UtilityBilling@raleighnc.gov](mailto:UtilityBilling@raleighnc.gov). NOTE: Some information provided below may not be applicable to customers in Garner, Knightdale, Rolesville, Wake Forest, Wendell and Zebulon.

### GENERAL INFO

The City of Raleigh gets a reading from each water meter every 27 to 33 days. The timing of the readings is based on an operational billing cycle designed for optimum efficiency. The monthly bill is generally produced the same day as the **METER READING**.

Payment is due within 20 days from the date the bill is issued. The **DUE DATE** cannot be changed to a specific day of the month because it is based on the billing cycle, which fluctuates +/- 6 days.

**USAGE** is calculated by subtracting the **PREVIOUS READ** from the **CURRENT READ**. An "E" next to the meter reading indicates an estimate was used to calculate usage. Estimated readings are necessary on less than .05 percent of all City of Raleigh utility bills.

**SERVICE ADDRESS** is the term used for the location where City of Raleigh utilities are provided.

Water consumption is measured in units called CCFs. One CCF equals 100 cubic feet, or 748 gallons.

A **LATE CHARGE** of 1.5% of the past due balance or \$5.00, whichever is greater, will be included on the bill when past due charges exist on the account at the time the bill is produced.

When any charges are PAST DUE, there is a disconnection notice printed on the bill stating, "All past due charges are due upon receipt and subject to disconnection of services." No other notice is required for disconnection; however, a separate notice may be provided as a courtesy.

### METERED CHARGES

**ADMINISTRATIVE FEES** are billed to all utility customers based on water and waste water services provided. They cover these important components:

- **BILLING** – This portion is based on the costs associated with the Meter Operations Division and the Utility Billing Division of the City's Public Utilities Department; and,

- **READINESS TO SERVE** – This portion is based on some of the costs for Capital Improvements, Administrative and Utilities Support functions. In other words, this component partially funds maintenance of the infrastructure required to provide utility services to each customer.

**INFRASTRUCTURE REPLACEMENT** charges are billed monthly to all utility customers served by the City of Raleigh. They are calculated per meter and based on individual meter size. There is an Infrastructure Replacement charge for water service and another Infrastructure Replacement charge for wastewater (sewer) service. These charges help to fund replacement of aging infrastructure of the Water Distribution and Wastewater systems.

**WATER USAGE** is billed according to the amount of water consumed. The water meter measures the water consumption as it is delivered to each service address.

**TIERED BILLING** (Raleigh, Garner and Rolesville only) is a method where a lower water rate is charged for lower water usage. As usage increases, so does the rate. There are 3 rate tiers:

TIER 1 = 0-4 CCF Lowest rate  
TIER 2 = 5-10 CCF Next higher rate  
TIER 3 = 11+ CCF Highest rate

Example: A customer who uses 12 CCF of water will be billed for 4 CCFs at the Tier 1 rate, for 6 CCFs at the Tier 2 rate, and for 2 CCFs at the Tier 3 rate.

The **WATERSHED PROTECTION FEE** funds the City's water supply protection programs. It is used to pay for the Upper Neuse Clean Water Initiative, additional drinking water quality improvements to the treatment system, and/or for protective restoration projects.

**WASTE WATER USAGE** is a charge for waste water that returns to the sewer system. It is based on the water consumption at the service address.

### NON-METERED CHARGES

**RECYCLING** charges are billed to all Raleigh households, regardless of use. The recycling fee funds the cost of the entire recycling program



including curbside collection, recycling of electronics, recycling in the parks, dropping off spent rechargeable batteries at neighborhood fire stations, the Swap Shop, public education events, presentations and many other components.

**SOLID WASTE** charges are billed to Raleigh households to fund the costs associated with the safe and efficient collection and disposal of residential solid waste (garbage).

**STORMWATER FEES** are charged for the City's program to manage the pollution and runoff carried by rainwater. This includes funding for the maintenance and capital improvements to the storm drainage infrastructure, as well as other water quality improvement and flood hazard mitigation programs. Stormwater charges are billed regardless of the frequency or amount of rainfall received. Whether the city is experiencing drought conditions or torrential rains, ongoing efforts to maintain and implement capital improvements to the entire storm drainage infrastructure continue and the stormwater fee remains the same.

## Clean Energy Program Brings Solar and Efficiency to Raleigh Citizens

Are you spending a lot on your energy bill every month? Have you considered increasing the efficiency of your home or offsetting a portion of your bill with clean electricity from solar power?

Clean Energy for Raleigh makes it easier and cheaper than ever before to go solar and increase the efficiency of your home or business. Clean Energy for Raleigh has organized a citywide group purchasing to bring down the cost of purchasing solar and has negotiated free energy efficiency audits for every qualified participant. Enrollment runs from September 3 through November 14. A number of educational events will be held to explain the program, technology, credits, rebates, and financing options. Contractors have been selected through a competitive bidding process.

Enroll now at <http://www.cleanenergyfor.us/raleigh/> to qualify for a free solar site assessment and/or energy efficiency audit.

This project is a limited-time grassroots program organized by Clean Energy for Us and the NC Sierra Club Capital Group, with support from many other nonprofits, organizations and community groups in the region. Learn more and pre-enroll at: [www.cleanenergyfor.us/clean-energy-for-raleigh/](http://www.cleanenergyfor.us/clean-energy-for-raleigh/)

## Fall Arts Fair October 18

Bring your friends and family to The Fall Arts Fair featuring Pullen and Sertoma Arts centers' artists including jewelers, painters and potters, along with live music and food trucks! There will be kid's activities, artist demos and more – all in the beautiful park setting at Pullen Arts Center on Saturday, October 18 from 10 a.m. until 5 p.m. For more information: 919-996-6126.

## Simple Ways to Manage Your Utility Account

**Web Self-Service Portal:** With the Web Self-Service portal, it is easy to manage your City of Raleigh utility account online. At your convenience, you can quickly update account information, view current and past bills, pay your bill, review financial history and usage history, and enroll in E-Bill. Registration is simple:

- Go to [www.raleighnc.gov](http://www.raleighnc.gov)
- Select Pay Utility Bill
- Select Pay Online
- Select Register and follow the on-screen instructions to get a user id and password

**E-Billing:** As a registered user of the Web Self-Service portal, you can elect to receive your City of Raleigh utility bills electronically. Each month when your paperless e-bill is ready, you will be alerted by an e-mail reminder. To enroll through Web Self-Service:

- Go to [www.raleighnc.gov](http://www.raleighnc.gov)
- Select Pay Utility Bill
- Select Pay Online
- Select Log in to My Account
- Sign in to Web Self Service with your user id and password
- Select E-Billing and follow the on-screen instructions

If you have questions, contact the City of Raleigh Utility Billing Division at [UtilityBilling@raleighnc.gov](mailto:UtilityBilling@raleighnc.gov) or call 919-890-3245 during normal business hours.

## Police Offer Motorcycle Safety Classes

The City of Raleigh Police Department and BikeSafe-NC have openings available for free classes on safe motorcycle operation. The daylong instruction is open to anyone who rides motorcycles, from commuter scooters to high-performance machines.

Class dates are Oct. 3 and Nov. 14. Instruction will be conducted by highly qualified police motorcyclists. The instructors will assess each student's motorcycle driving skills and provide advice to help make riding experiences safer and more enjoyable. Class topics will include professional riding techniques, motorcycle control, collision causation factors and security.

Enrollment for the classes is limited. For more information, including how to register, visit [www.bikesafenc.com](http://www.bikesafenc.com).

## We Are in Hurricane Season

Hurricane season is from June 1 to November 30. To be prepared to weather a hurricane in your home or, if ordered to evacuate, check out the following websites:

**The City of Raleigh**..... [www.raleighnc.gov](http://www.raleighnc.gov)  
**The National Weather Service**..... [www.weather.gov](http://www.weather.gov)  
**Family Preparedness** ..... [www.ready.gov](http://www.ready.gov)  
**North Carolina Road Conditions**..... [www.ncsmartlink.org](http://www.ncsmartlink.org)  
**N.C. Department of Insurance**..... [www.ncdoi.com](http://www.ncdoi.com)  
**N.C. Crime Control & Public Safety**.... [www.nccrimecontrol.org](http://www.nccrimecontrol.org)

Do not drive in hurricane-force winds. Remain in your sheltered location until the storm passes and water recedes. Just a few inches of water can float a car.

If you would like to receive emergency preparedness printed materials, please request through the Public Affairs Department by calling 919-996-3100 or by email at [public.affairs@raleighnc.gov](mailto:public.affairs@raleighnc.gov).

## The Wastewater Report Is Online

The City of Raleigh's 2013-2014 Annual Wastewater Collection and Treatment System Report which highlights the performance of the City's collection system and wastewater treatment plants is available for viewing on the City's website at [www.raleighnc.gov](http://www.raleighnc.gov). The report covers the period of July 1, 2013 to June 30, 2014.

If you would like a paper copy of this report mailed to your residence, please contact Marti Gibson at [marti.gibson@raleighnc.gov](mailto:marti.gibson@raleighnc.gov), or 919-996-4540.

## Moving? Stop Your Utilities Account Before You Go

If you are planning to move, remember to stop your City of Raleigh utilities account. Prior to moving out, notify Utility Billing ([utilitybilling@raleighnc.gov](mailto:utilitybilling@raleighnc.gov) or 919-890-3245) with the date you want your services stopped and your new mailing address. This will ensure your final bill is processed correctly with the actual meter reading and that your account will be closed.

If you don't contact Utility Billing prior to moving, you could be responsible for paying the utility bills at your old address until a new account is initiated by a new resident or owner.

## Per City of Raleigh Code of General Ordinances, Chapter 3, Section 2-3004: PAST DUE UTILITY ACCOUNTS Disconnection and Reconnection Fees

The City of Raleigh may lawfully cause water or sewer service to be discontinued, or to remain discontinued, at a property when the applicable delinquent charges, fees and required deposit are not paid in full when due and payable. The discontinued service shall not be reinstated until payment of the water or sewer account is PAID IN FULL, including any disconnection, reconnection, meter removal or main disconnection charges.

Any past due utility account with water service charges will be assessed an additional fee of \$50.00 when a trip is made to the property for the purpose of discontinuing the water service, removing the water meter, or disconnecting the water service at the main. This fee will be in addition to any service deposit required, service charges, penalty amounts and delinquency fees that may be applicable.

Any past due utility account for sewer-only service will be assessed a fee of \$1,200.00 for disconnecting the service, and an additional fee of \$1,200.00 to reconnect the service. These fees will be in addition to any service deposit required, or other charges, penalties and fees that may be applicable.

**City Offers Weekly E-Newsletter** Residents who want to receive the City of Raleigh's weekly e-newsletter, NewsCOR, may do so by signing up through MyRaleigh Subscriptions on the City's website or calling the City of Raleigh's Public Affairs Department at 919-996-3100.